

## Frequently asked questions

### About InTransit

#### What is the Investec InTransit programme?

The InTransit programme gives eligible Investec Private banking clients access to benefits and services at local and international airports.

The benefits include complimentary access to airport lounges, spa treatments and a dining program. The dining program comprises savings and vouchers that may be used at participating restaurants in airports.

Clients can access their benefits through the Investec InTransit app.

The InTransit programme and the InTransit app have been developed in partnership with DragonPass International Ltd, a company incorporated in the UK.

#### What are my benefits?

The benefits allocated to you are dependent on the type of Investec Account or Investec Visa card you hold. Refer to your InTransit email or the InTransit page under the 'Lifestyle' section on Investec Online or the Investec App to view your benefits.

#### How do I access my benefits?

Download the Investec InTransit app and activate your membership to access your benefits:

- Download the InTransit app from your app store
- Select 'Activate membership' on the log in screen
- Enter your In Transit membership number and once-off activation code\*
- Verify or update your contact details
- Enter the six-digit code sent to you via SMS or email for verification
- Read and accept the Terms and Conditions, Privacy Policy and Terms of Use
- Create your password
- You have the option to enable biometrics

You can now log into the InTransit app and use your benefits straight away.

\* Your InTransit membership number and activation code were emailed to you on the launch of the programme or when you opened your Private Bank Account or the issuing of your Investec Visa card, whichever is later.

Private Bank Account holders can also find their membership details on the InTransit page under the 'Lifestyle' section of Investec Online and the Investec App.

#### Why was I given two membership numbers?

Depending on the type of Investec Account or Investec Visa card you hold, you may be issued with two InTransit membership numbers. Each membership gives you access to different benefits.

- Membership 1 (white digital card) = access to SAA Premium and Bidvest lounges, including restaurant vouchers (for use in South African airports)
- Membership 2 (black digital card) = access to all other lounges in the DragonPass network, including offers by restaurants in international airports

#### How do I load my additional membership number?

Log into your InTransit app and select 'Add membership' on the 'Membership' screen:

1. Enter the additional membership membership number and activation code
2. Read and accept the Dragon Pass terms and conditions, privacy policy and terms of use.

#### How do I use my two memberships?

You need to switch between your two memberships to access the different benefits available to you at local and international airports.

1. Log into the InTransit app and select on 'Switch membership' on the 'Membership' screen
2. Select the 'White' card (SAA/ Bidvest lounges) or 'Black' card (all other DragonPass lounges) depending on your location

**Tip:** Use your 'White' card to access an SAA or Bidvest lounge or to redeem a dining voucher in a South African airport.

#### Can I add other memberships to my profile?

Only memberships that are in your name can be added to your profile.

## Can I still use my Investec Visa card to access lounges?

As of 1 October 2024, you will not be able to access any lounges using your Investec Visa card. To access lounges and enjoy the other new benefits available through the InTransit programme you must download the Investec InTransit app and activate your membership.

## Can I still get access to a lounge if I do not have access to Wi-Fi or mobile data?

You can enable 'Offline access' under 'Settings' on the 'Account' page to allow the app to access your membership details when you have no Wi-Fi or mobile data available.

Before you travel, you will need internet access to enable this option.

# Using your benefits

## Airport lounges

### How do I find a lounge?

Type the name of the airport or country in the search bar on the home screen. If you have geolocation enabled on your phone, the app will suggest an airport.

Tap on the 'Lounge' icon to view available lounges at that airport.

### Why are no lounges appearing in the search?

If you were provided with two membership numbers, try switching to your additional membership and search again.

### How do I enter a lounge?

Present your membership QR code found on the 'Membership' page of the InTransit app to the lounge staff.

You will also need to show your boarding pass. The name on your boarding pass must match the name associated with your InTransit membership.

## What if I do not have a smartphone or cannot use the InTransit app?

Please contact the Client Support Centre on +27 11 286 9663 for assistance.

### Why was my QR code declined?

Your QR code may be declined if:

1. You have used a lounge visit or another InTransit benefit within a three-hour period
2. The lounge is not part of the DragonPass network
3. Your membership does not entitle you to access the lounge. If you were provided with an additional membership number, try switching to your additional membership
4. You do not have any lounge visits remaining

### How do I know how many visits I have available?

The number of visits allocated to you per 12-month cycle can be viewed on the 'Membership' page. Scroll to the bottom of the page to view your allocation and remaining visits.

## Can I bring guests with me to the lounges?

The number of complimentary guest visits you are entitled to is dependent on your membership type.

You can view the number of complimentary guest entries on the 'Membership' page or in the InTransit Benefits document.

To bring a guest into the lounge, they must enter the lounge with you and be on the same flight.

You can purchase guest entry at the lounge reception or through the InTransit app.

## Can I bring children with me to the lounges?

Every lounge has its own policy regarding the admittance of children under certain ages. Please refer to the 'Terms' section on the lounge details page of the app before travelling.

## Why was I denied access to the lounge?

If the lounge is at capacity, you will not be able to access the lounge. You can find alternative lounges by searching on the InTransit app.

## How long can I stay in a lounge?

Every lounge has its own terms relating to admittance and maximum stay. Please refer to the 'Terms' section on the lounge details page of the app before travelling.

## How do I purchase guest entry to the lounge?

You can purchase guest entry directly through the InTransit app or at the lounge reception.

### In-app purchases\*\*

1. Select 'Purchase visits' on the Membership page
2. Select the number of additional visits you want to purchase
3. The cost for an additional visit will display on the screen
4. Select 'Checkout'
5. Load your Investec Visa card to pay for the purchase

\*\* In-app purchases do not expire and can be used at any time.

### Lounge reception

You can pay for guest entry directly at the lounge reception. You will be charged the walk-in rate for that lounge. Each lounge has its own walk-in rate.

**NOTE:** The charge for an additional lounge entry purchased through the app and the walk-in rates charged directly by the lounge are different. Please check the walk-in rate with the lounge reception before purchasing in the app to determine the best rate available to you.

## Spas treatments

### What are spa treatment offers?

You can exchange a lounge visit for a spa treatment offered at a participating spa at airports worldwide.

### How do I find a participating spa?

Type the name of the airport or country in the search bar on the home screen.

Tap on the 'Lounge' icon to view participating spas offering complimentary treatments at your location.

### How do I use a complimentary spa treatment?

Present your membership QR code as shown on your Membership page and boarding pass at the spa reception before your treatment.

### Can I choose a different treatment?

You cannot exchange the treatment offered in the InTransit app for a different treatment.

### Why can't I use a spa voucher?

Your QR code may be declined if:

1. You have used a lounge visit or another InTransit benefit within a three-hour period
2. You do not have any lounge allocations remaining

## Dining programme

### What is the dining programme?

The dining programme gives you access to promotional offers, savings and vouchers to use at participating restaurants in airports in South Africa and worldwide.

#### AIRPORTS IN SOUTH AFRICA

### What is the dining programme at local airports?

You can exchange a lounge visit for a R200 voucher to use at a participating restaurant in a South African airport.

When you redeem a voucher, you will not be able to access a lounge for a period of three hours.

### How do I find a participating restaurant?

Type the name of the airport in the search bar on the home screen.

Tap on the 'Dining' icon to view participating restaurants at that airport.

### Why are no restaurants appearing in my search?

If you were provided with two membership numbers, try switching to your additional membership.

If there are no participating restaurants at your location, search for a lounge as an alternative option.

### How do I get a restaurant voucher?

Select the restaurant and select 'Redeem voucher' button to create your R200 voucher. Present the digital voucher to the restaurant when paying for your bill.

Once generated, a voucher cannot be reversed.

### Why can't I generate a restaurant voucher?

You will not be able to generate a restaurant voucher if:

1. You have used a lounge visit or another InTransit benefit within a three-hour period
2. You do not have any remaining lounge visit allocations

### How do I use a restaurant voucher?

Present the voucher code when paying for your bill.

Only one voucher can be used per bill.

### Can I use the offer or voucher to pay for meals for other people?

The R200 voucher is applied to the total bill so all diners on your bill can be included if you are all travelling together.

### Can the unused portion of the voucher be used later?

A restaurant voucher can only be used once. The unused portion cannot be used later.

### Can I get the unused portion of a voucher paid out?

Vouchers cannot be exchanged for cash. Any unused portion of a voucher will be lost.

### Can I get a refund for an unused voucher?

Once a voucher has been created it cannot be reversed and you will not be able to get a refund.

### Do restaurant vouchers expire?

Restaurant vouchers are valid for 24 hours. Expired vouchers cannot be reversed.

## Can vouchers be used at any restaurant?

Restaurant vouchers can only be used at the restaurant for which the voucher was created.

## How do I find a voucher I've redeemed?

You can find redeemed vouchers by searching for the restaurant again in your app and selecting 'Show redeemed voucher'. Alternatively, you can find redeemed vouchers under 'Usage summary' on the Account page of the app.

### INTERNATIONAL AIRPORTS

## What is the dining programme at international airports?

Participating restaurants in international airports offer savings and promotions on meals, such as a 10% discount on your meal. The participating restaurants and offers may vary periodically.

## How do I find a participating restaurant?

Type the name of the airport or country in the search bar on the home screen.

Tap on the 'Dining' icon to view participating restaurants at that airport.

## Why are no restaurants appearing in my search?

If you were provided with an additional membership number, try switching between memberships.

If there are no participating restaurants at your location, search for a lounge as an alternative option.

## How do I use a dining offer?

Select the restaurant and select 'Redeem offer' button to display the offer QR code. Present the offer QR code to the restaurant when paying for your bill.



Please contact the 24/7 Client Support Centre on +27 11 286 9663 if you have any other questions.

